

Although I hope to see video relay eventually become a 24/7 service, I do not feel the industry is ready to do so at this early point, largely due to the shortage of qualified sign language interpreters available for first and second shifts as it stands. If some switched to third shift, we'd lose them during the day. Since providers could expect low call volumes on overnight shifts, and interpreters would likely charge a shift differential, perhaps an increase in the per-connected minute reimbursement for overnight video relay would motivate providers to create ways to cover these shifts voluntarily.